

FIG. 1

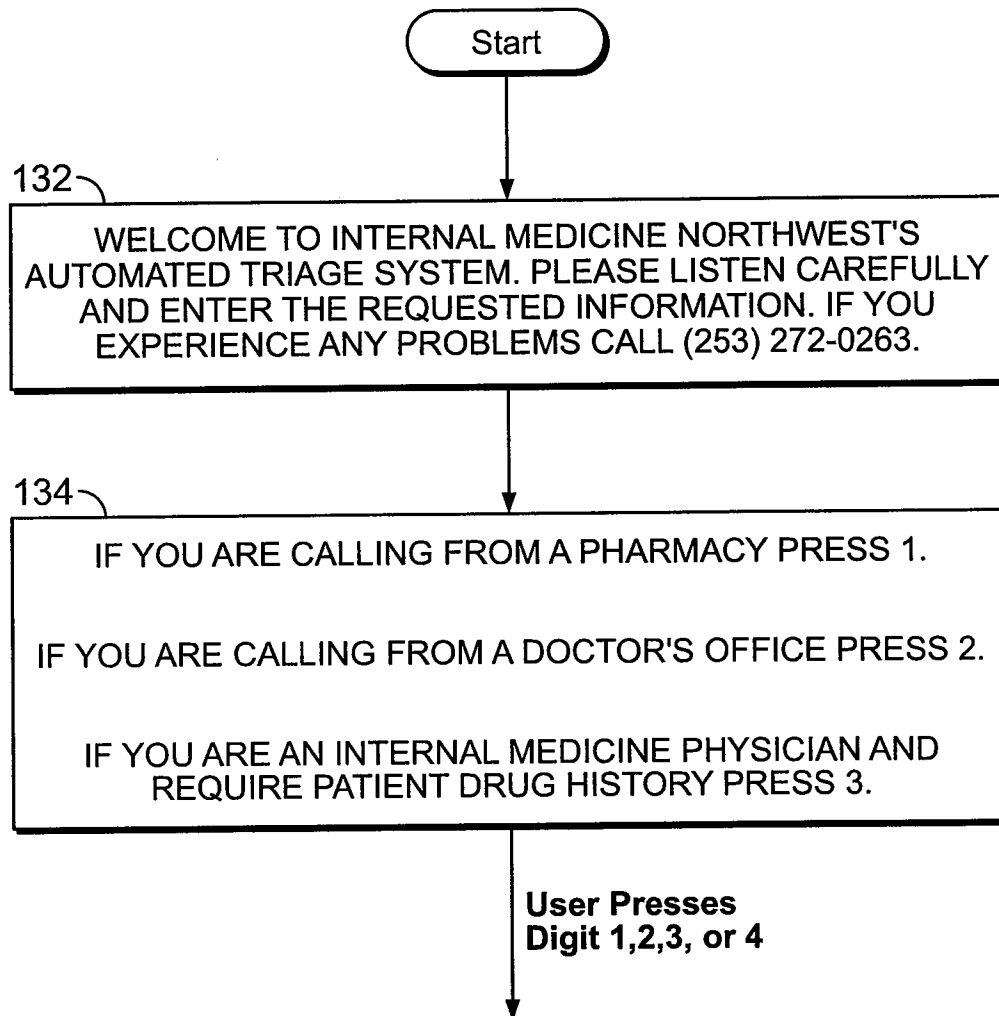
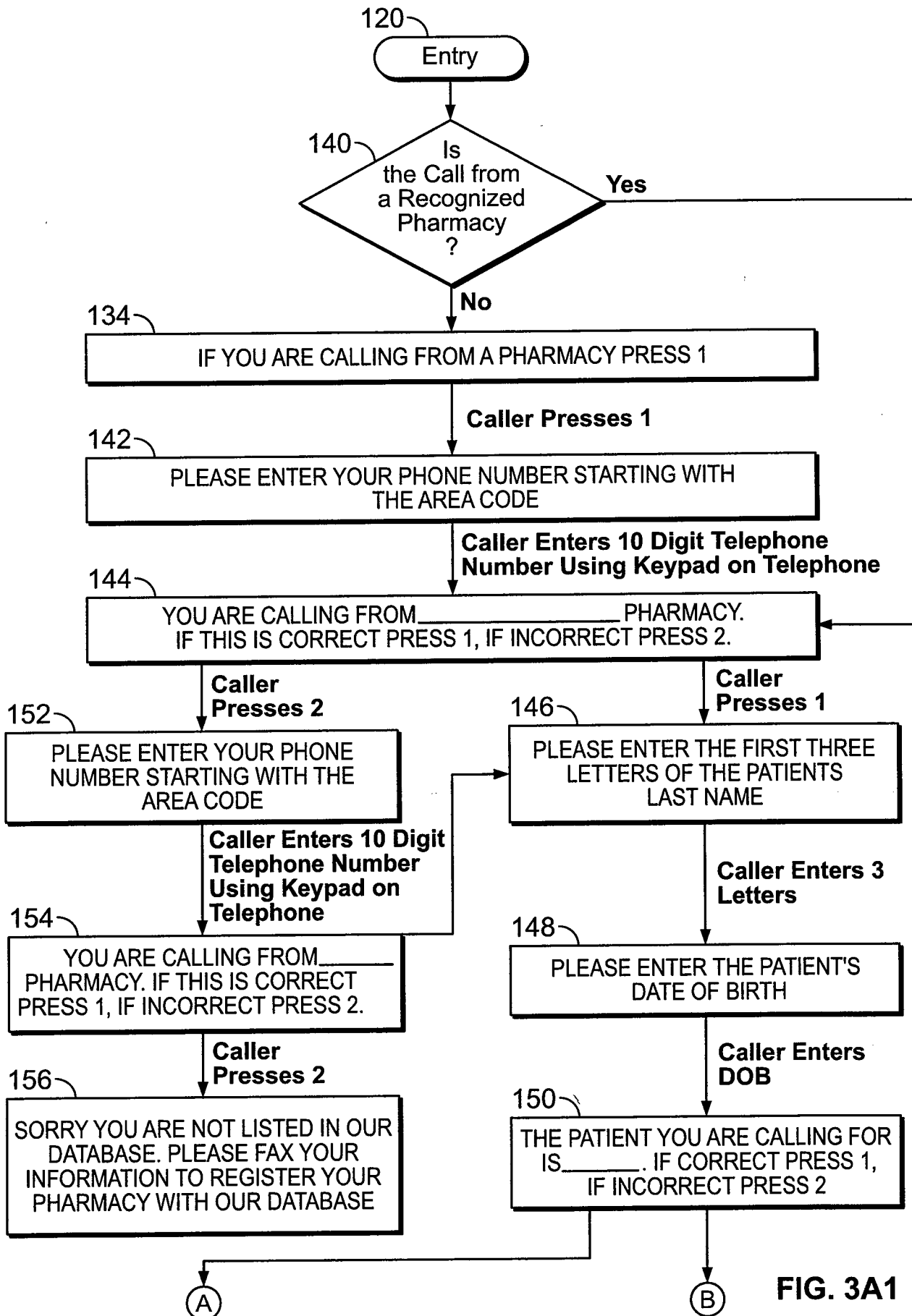


FIG. 2



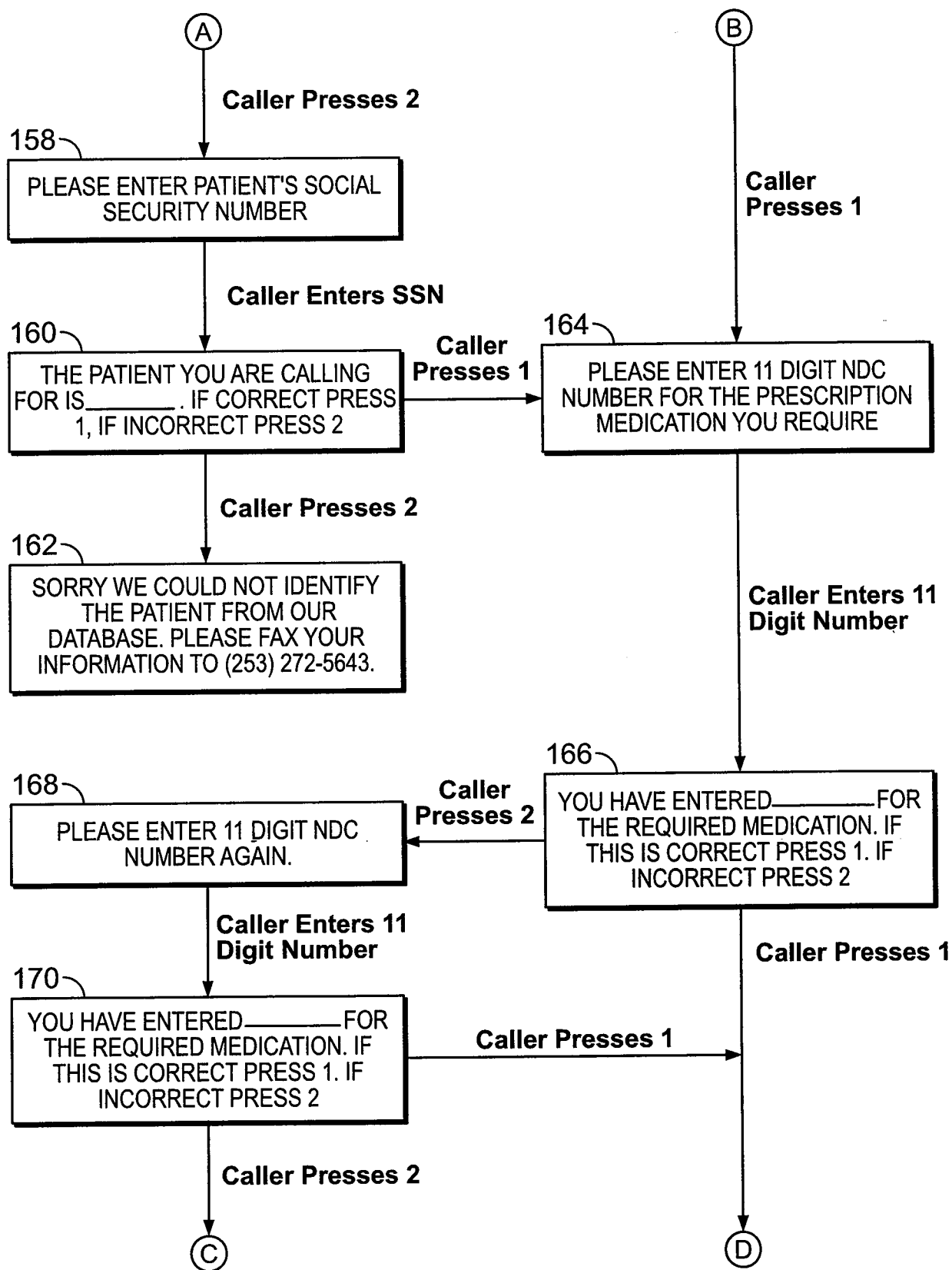


FIG. 3A2

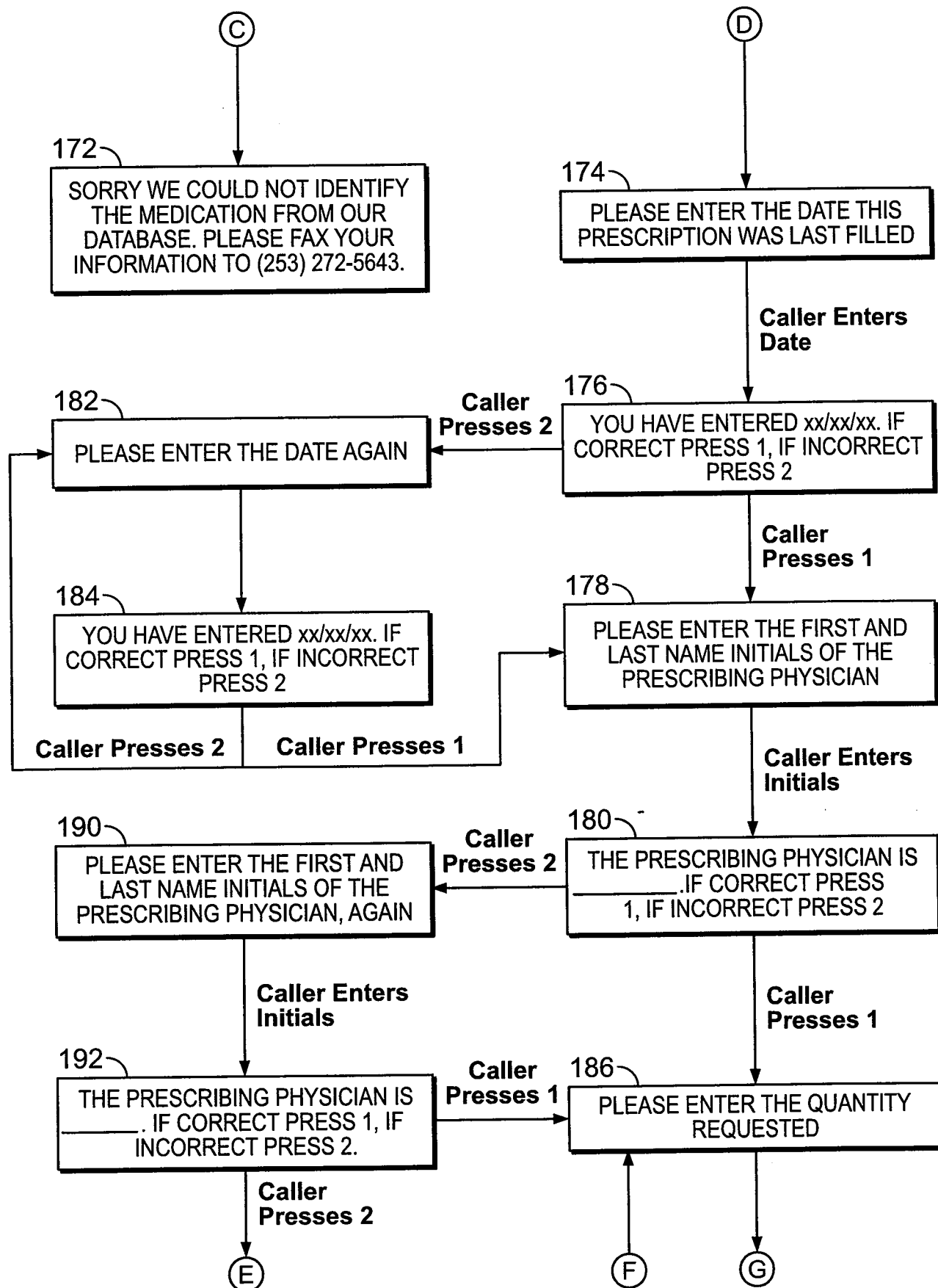


FIG. 3B1

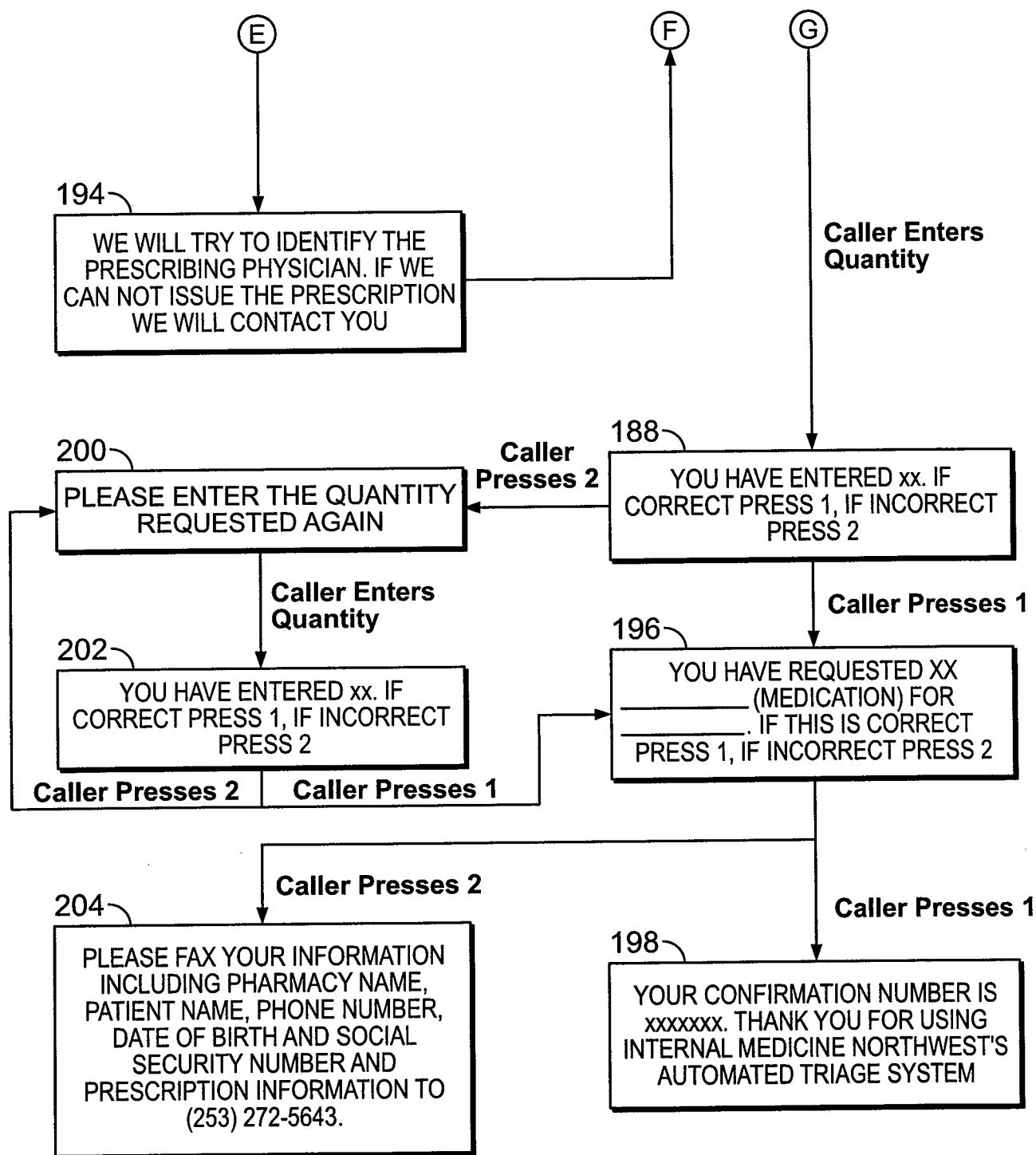


FIG. 3B2

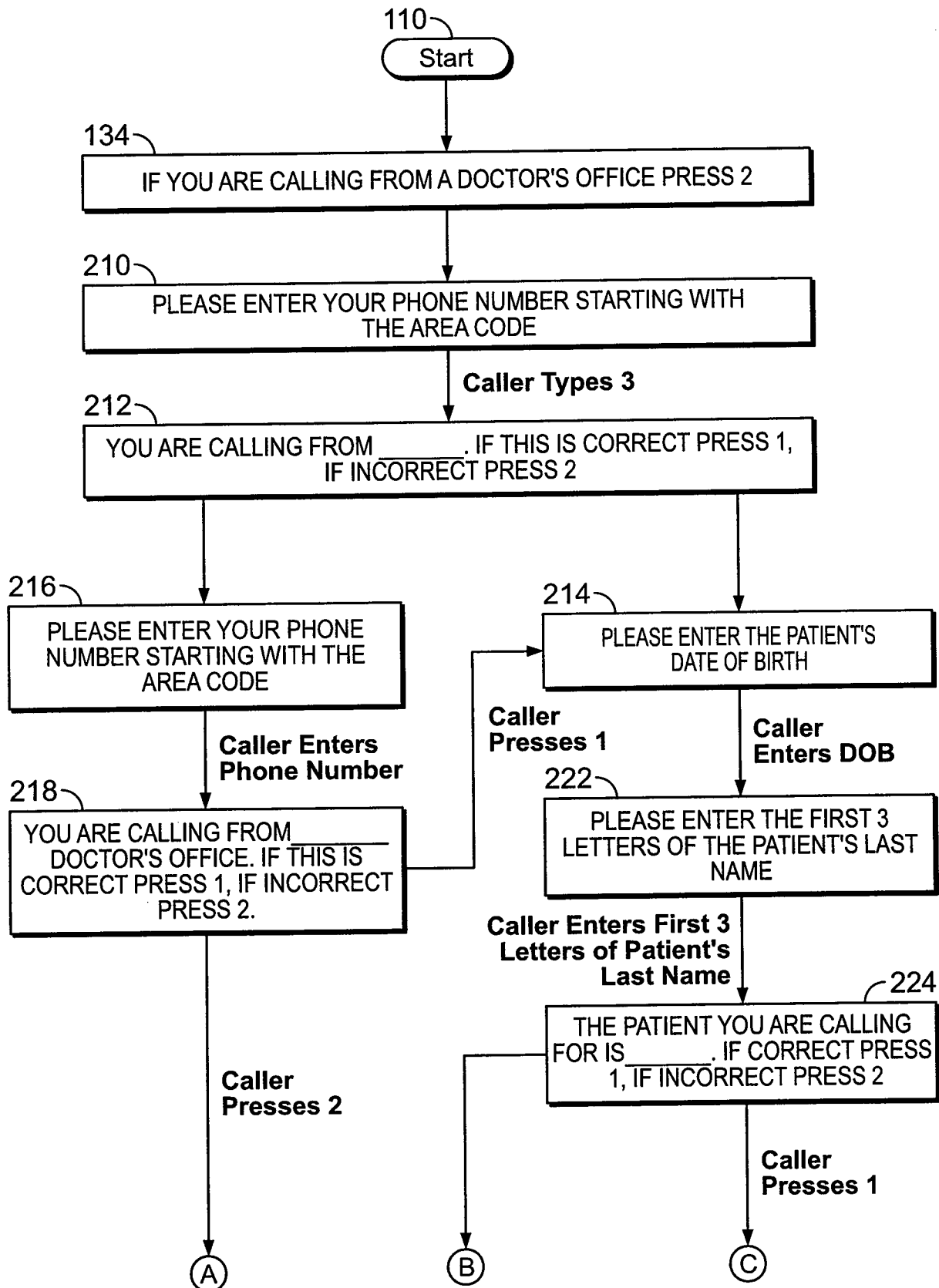


FIG. 4A

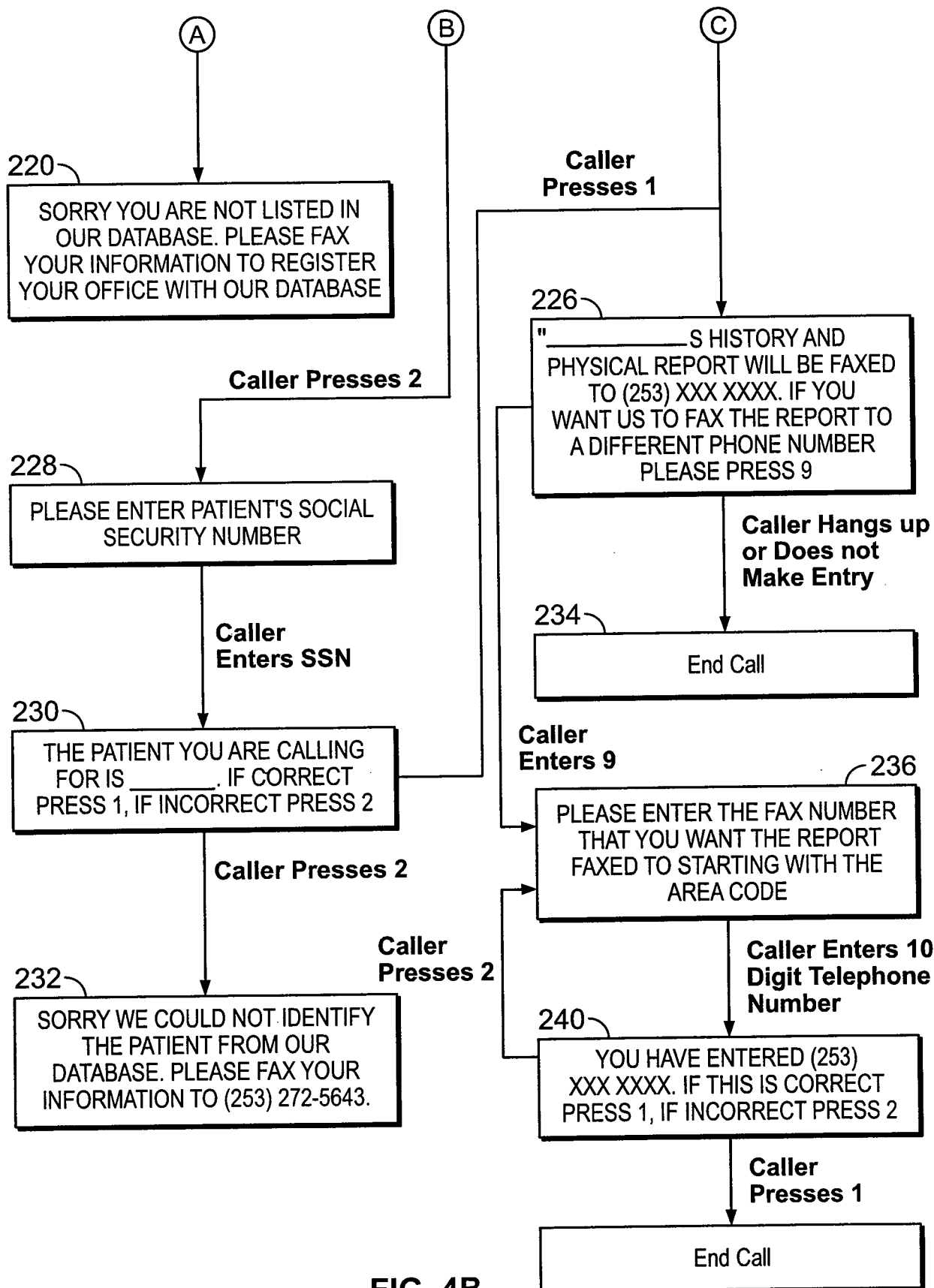


FIG. 4B

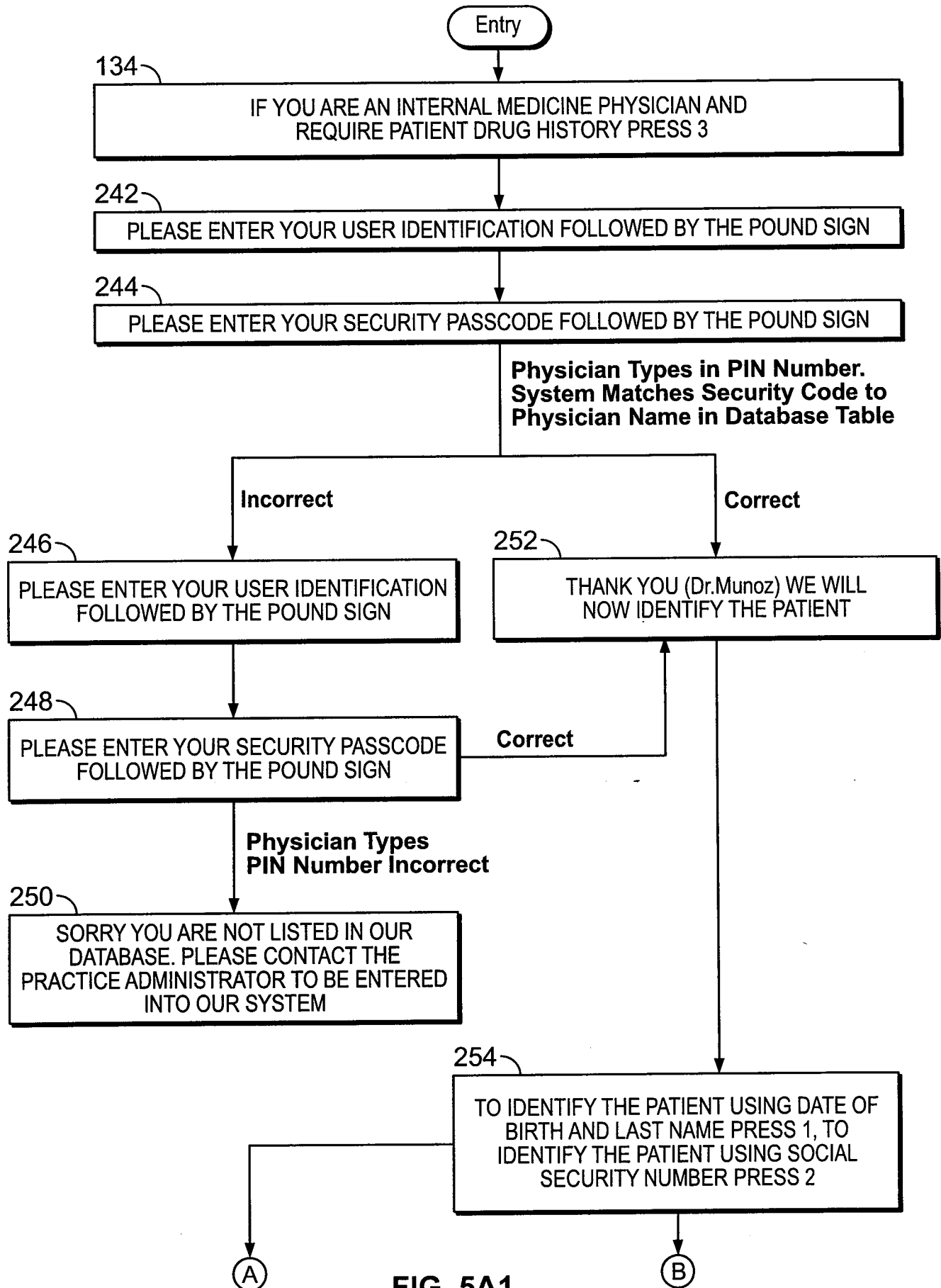
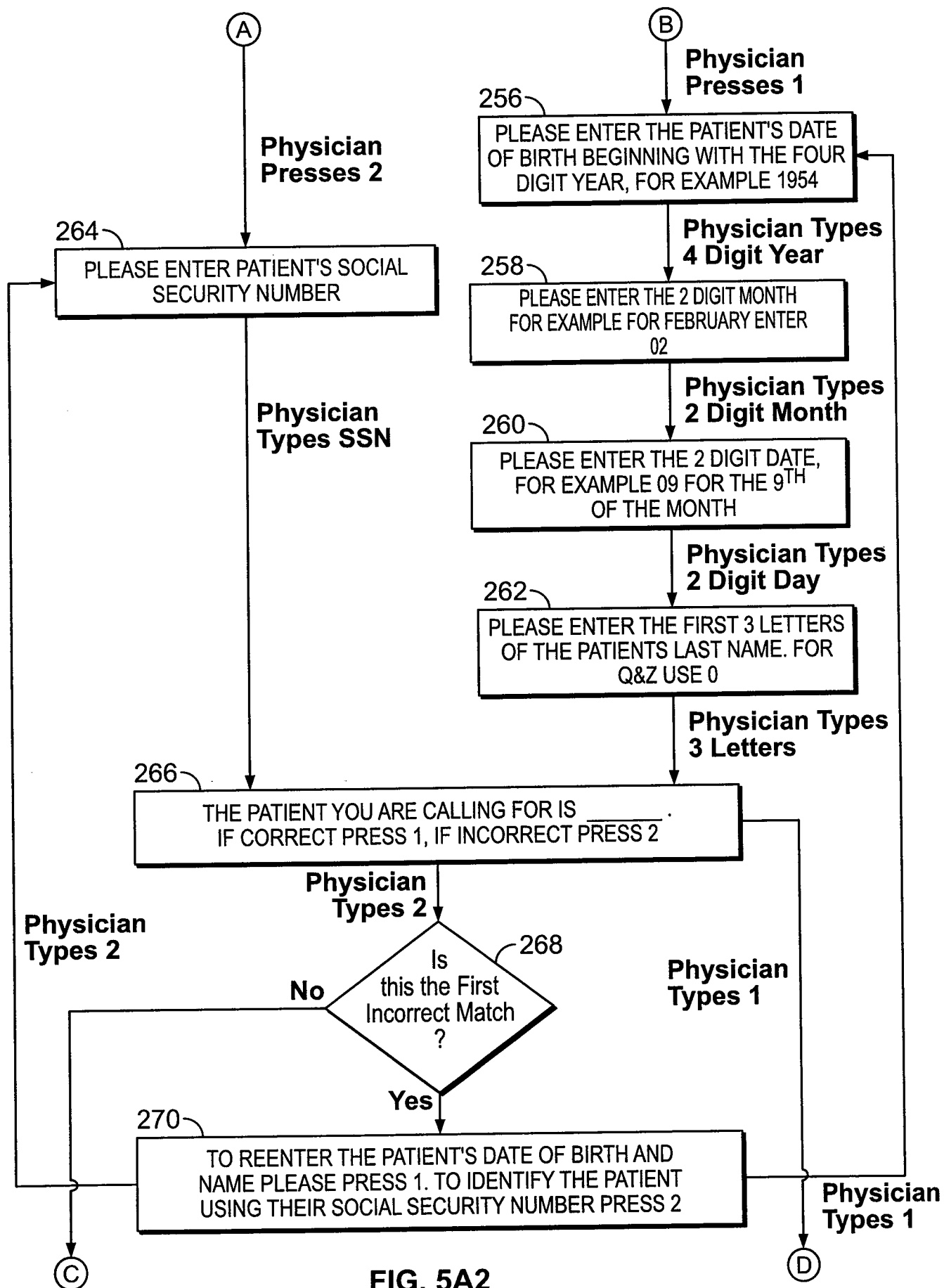
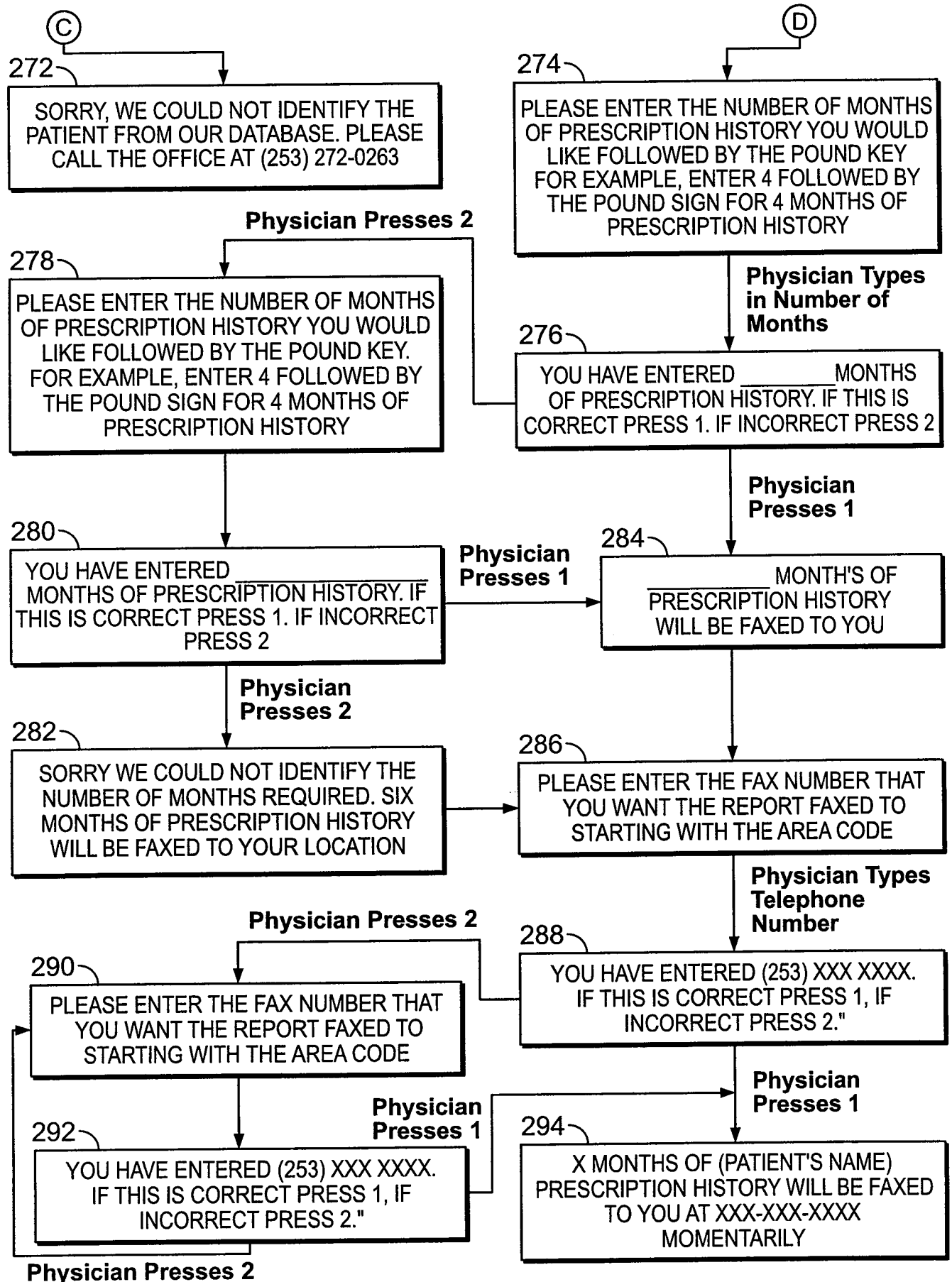


FIG. 5A1





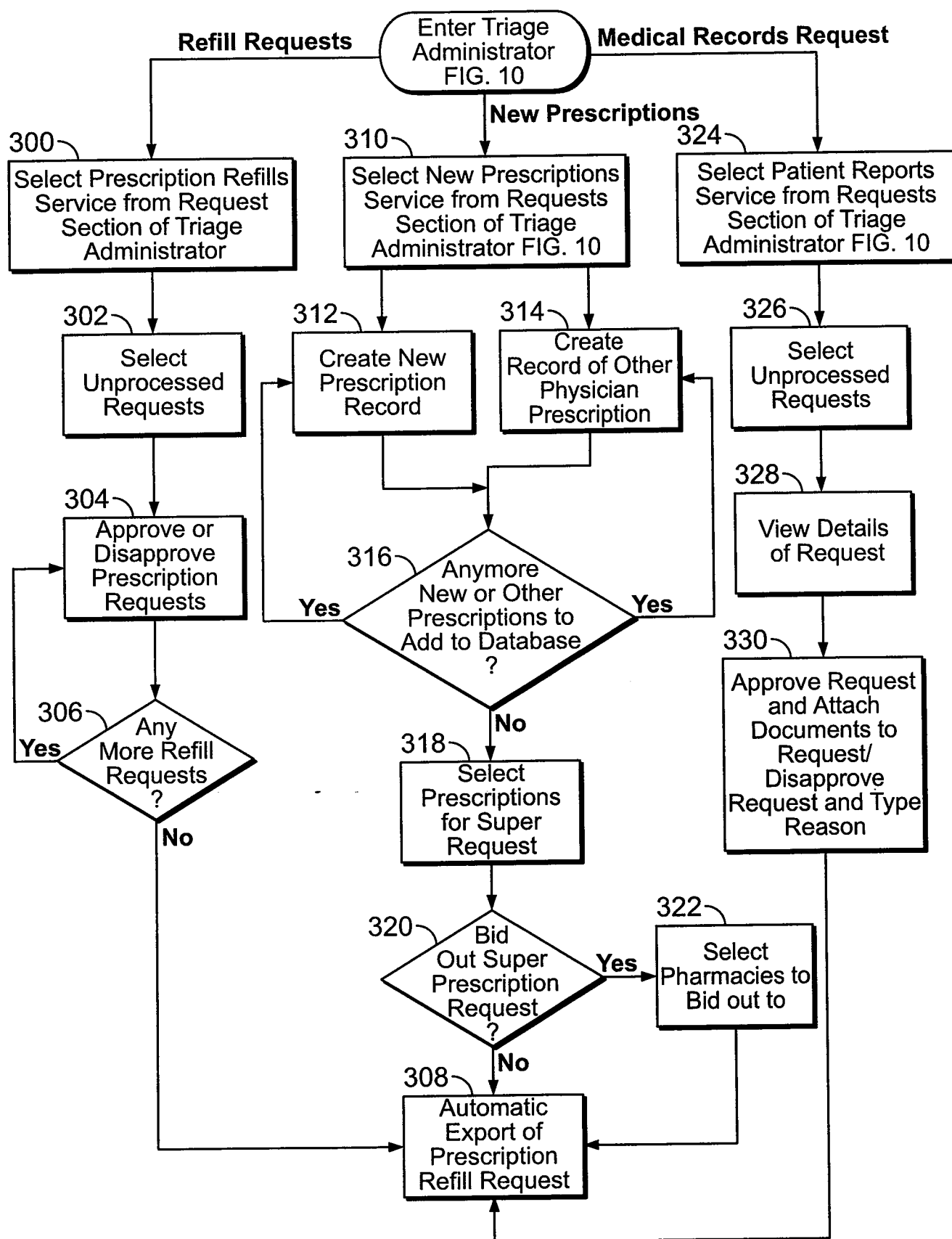


FIG. 6

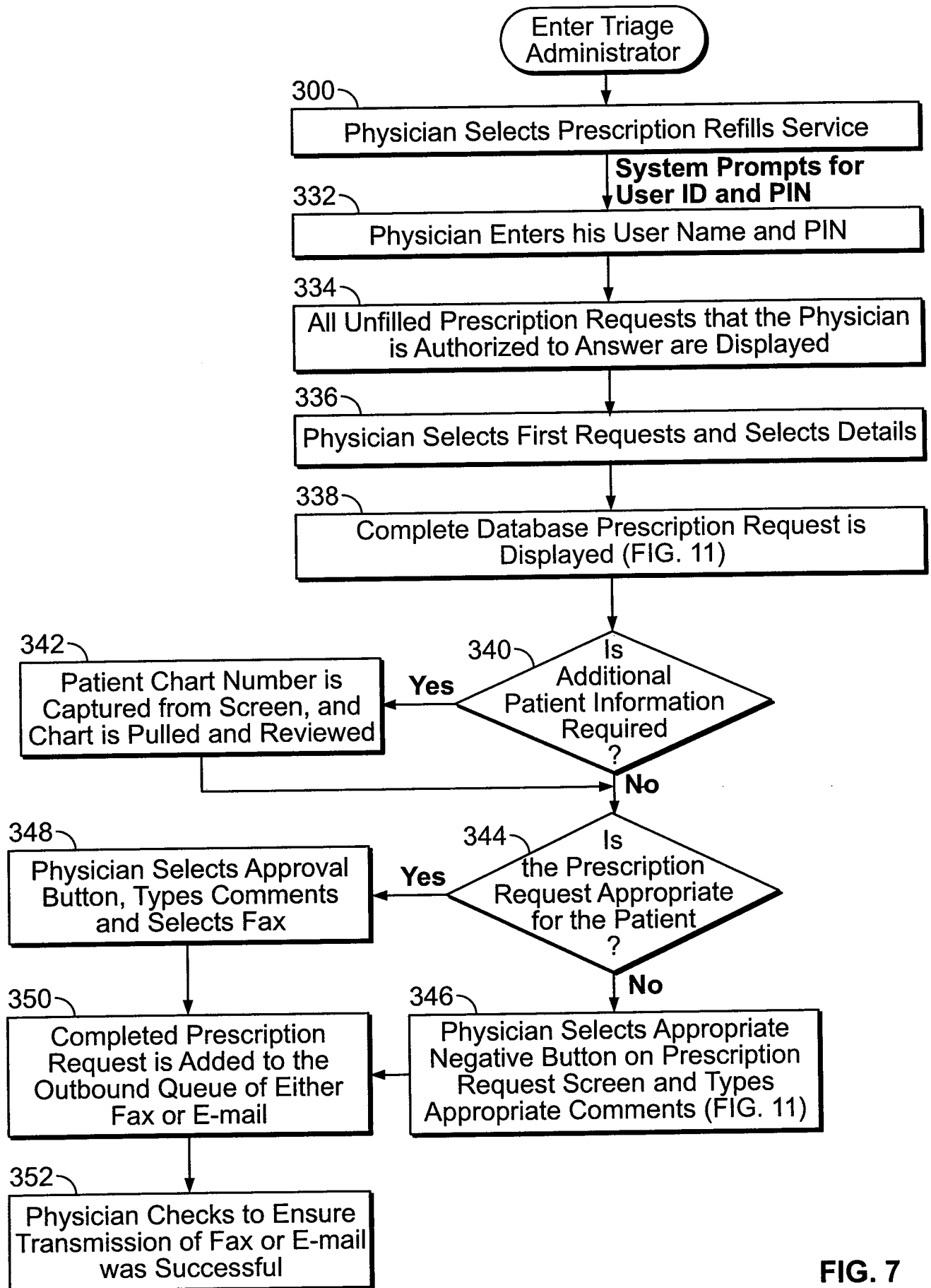


FIG. 7

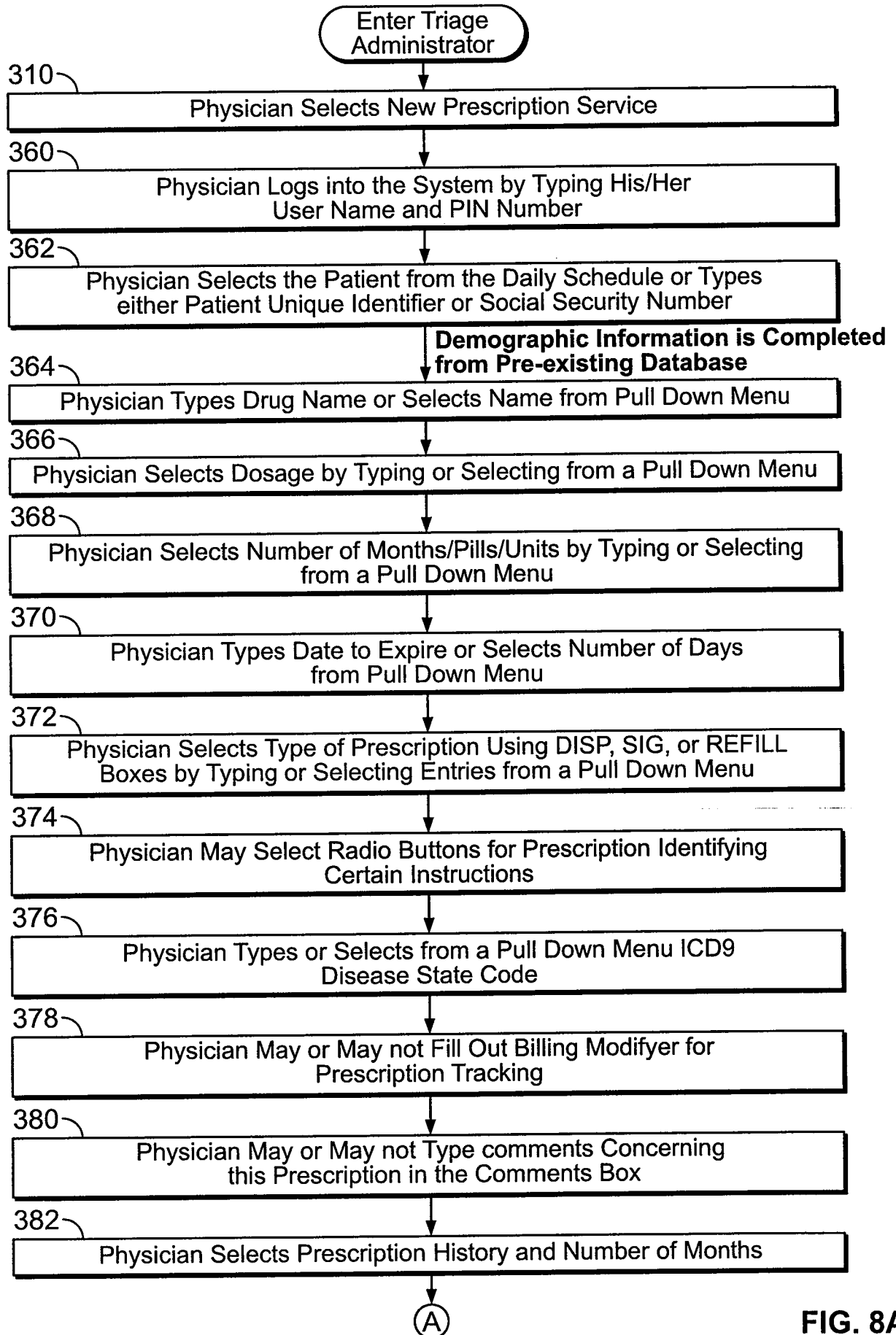


FIG. 8A

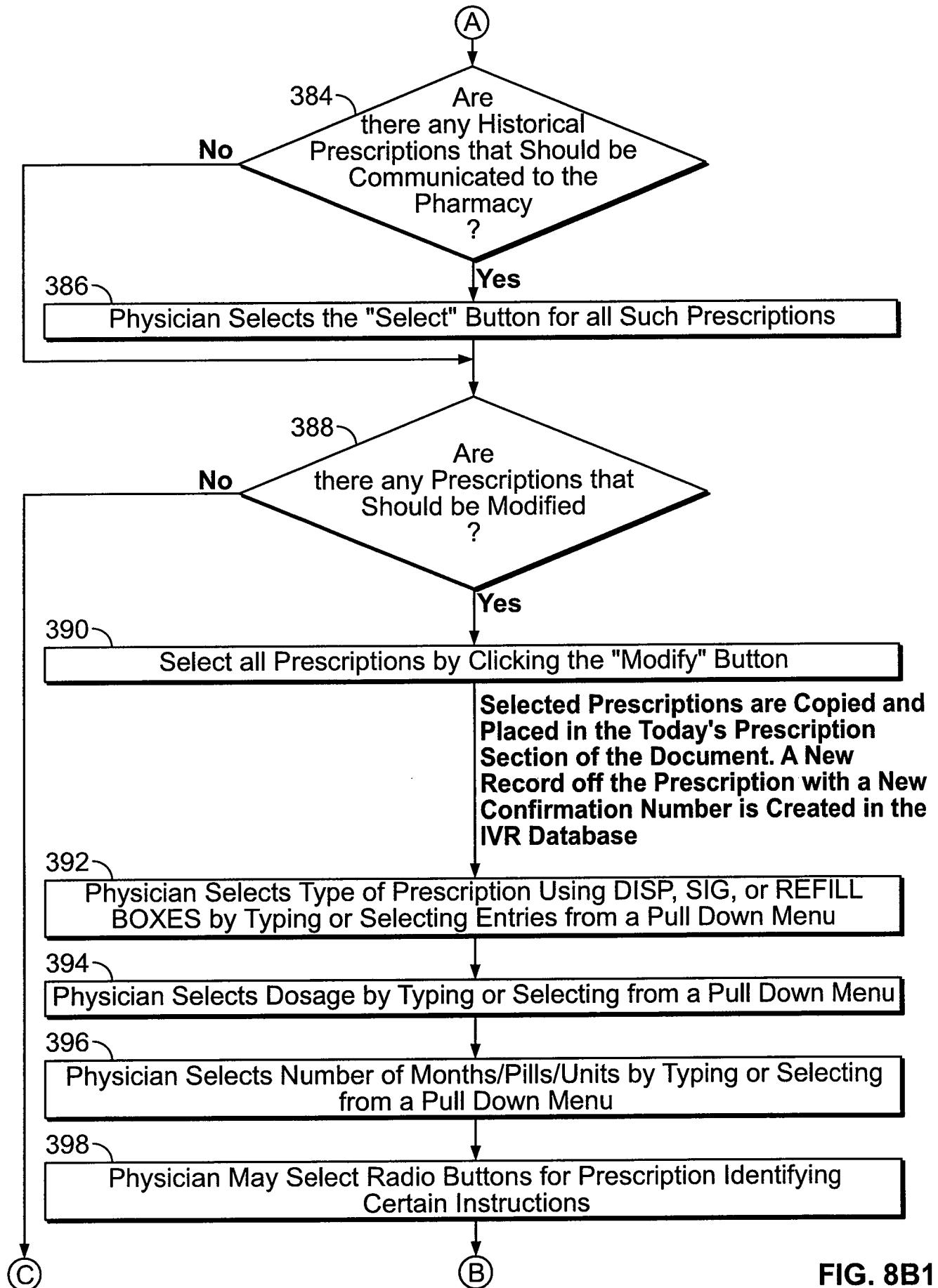


FIG. 8B1

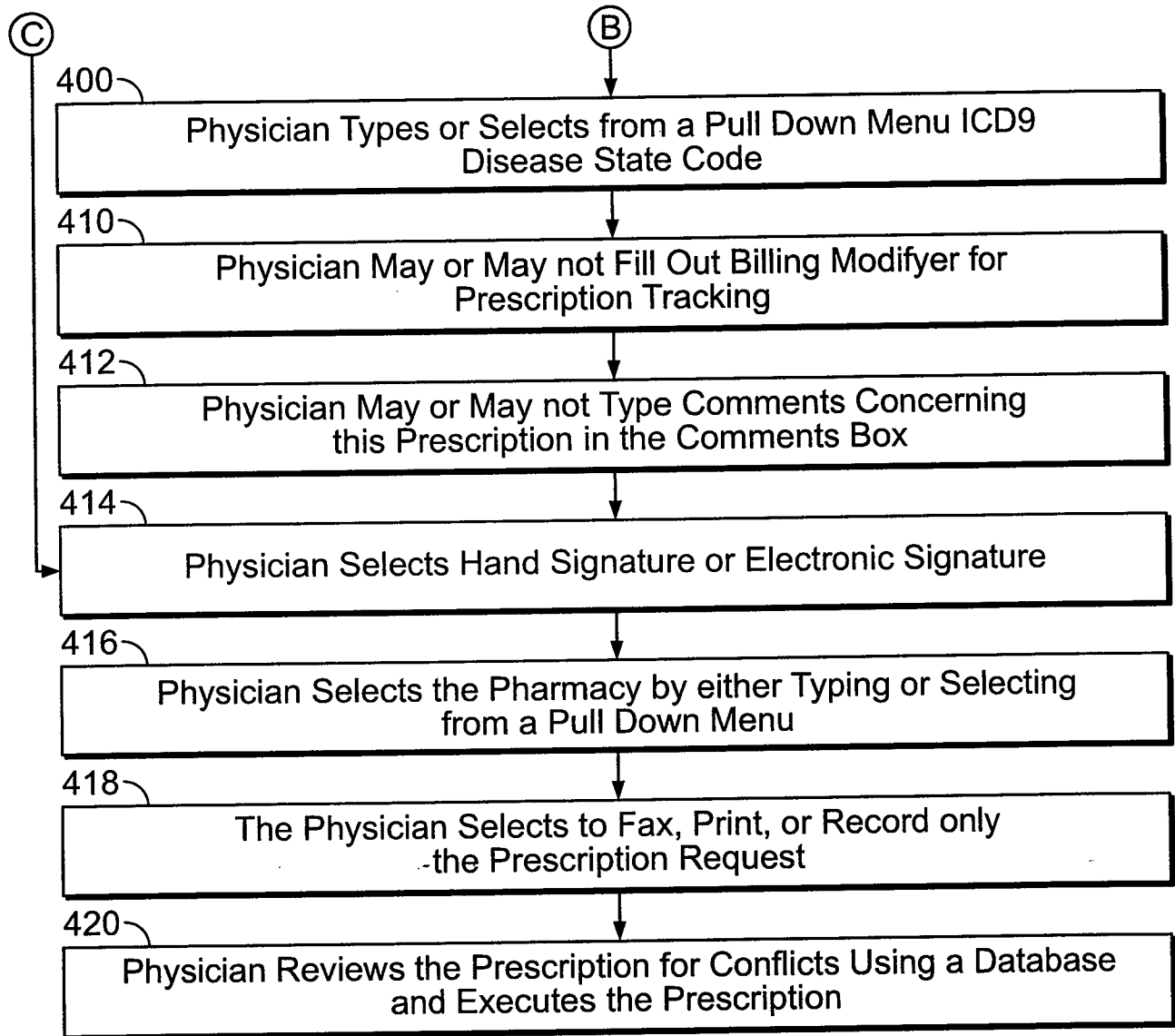


FIG. 8B2

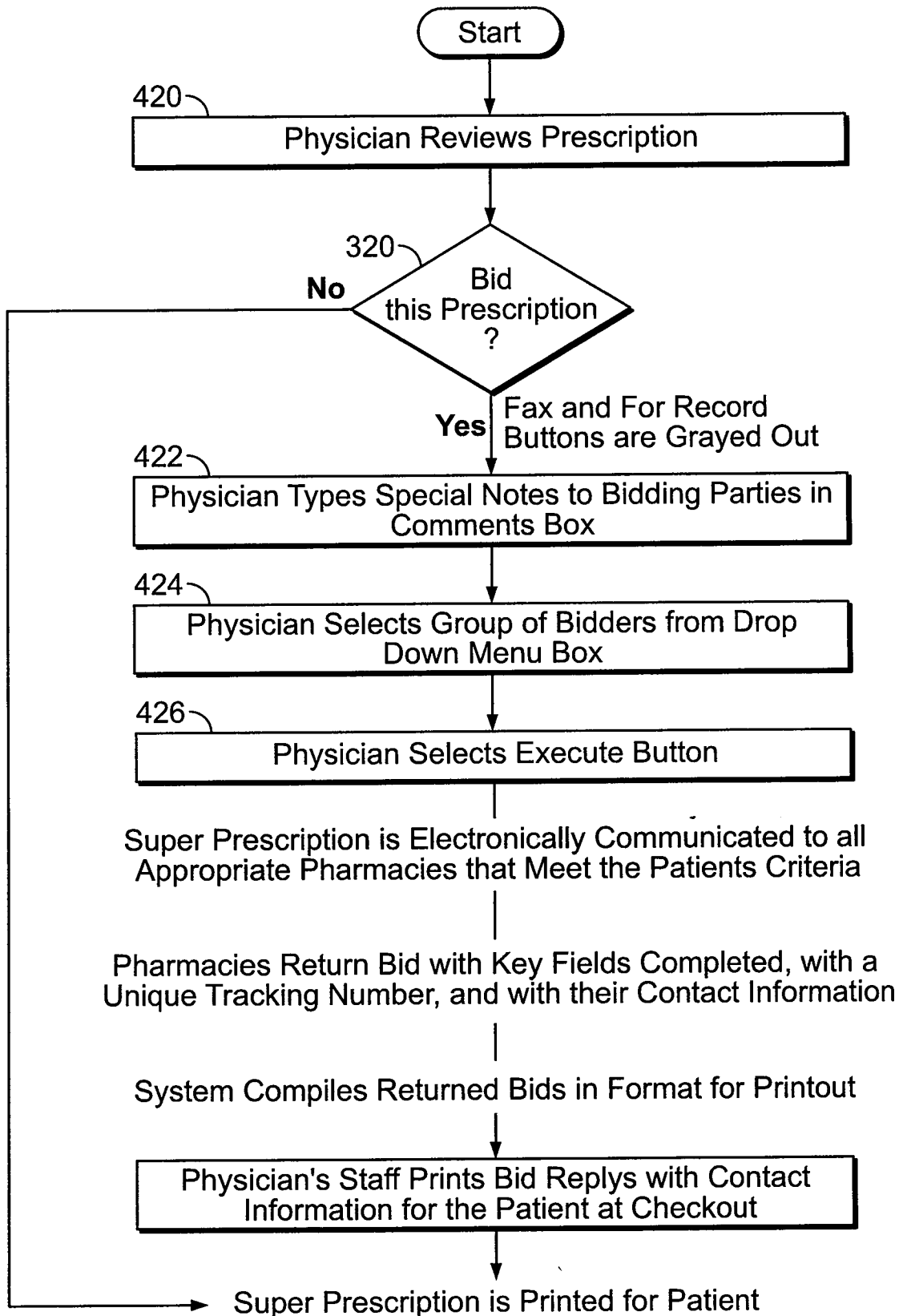


FIG. 9

Triage - Administrator

Internal Medicine Northwest's Automated Triage System

Data Administration:

Doctor's Offices

Pharmacies

Patients

Nursing Homes

Physicians

Medication List

Requests:

Prescription Refills

Voice Mail

Print Schedule

Patient Reports

Fax Admin

Print Now

THE WHITTIER GROUP

A Change Management Company

FIG. 10

Triage Automated IVR	
Patient Report Requests (Details)	
Date	2000/09/13
Time	10:29:11
Report Type	EKG
Destination Type	Doctor's Office
Destination Name	CARDIAC STUDY CENTER
Phone Number	2535727320
Fax Number	2536270712
Patient Name	BASHORE, THELMA
Social Security #	305249199
wp #	Null
<input checked="" type="checkbox"/> Processed	
<div>Print</div> <div>Done</div>	

FIG. 11

Triage Automated IVR		(Details)	
Prescription Refill Request		Fax Reply	
Confirmation Number	00001004	<input checked="" type="checkbox"/> Processed	
Date	1999/04/19	Processing Staff:	RF X 3 karen
Time	23:56:09	Date:	1999/04/20
Location	RiteAid Pacific	Time	02:26:43
Phone Number	2534748500	Comments:	rf x 3
Fax Number	2534740253	<input type="radio"/> Approved <input type="radio"/> Patient must schedule an appointment <input type="radio"/> Patient is not on this medication or medication is not appropriate <input type="radio"/> Our Physicians do not treat this patient <input type="radio"/> We will call you in reference to this request	
Social Security #	542185330		
Patient Name	ALEXANDER, JANICE		
wp#			
Medication and Dosage	2 MG \ COUMADIN		
Prescribing Physician	Benjamin, Sabrina		
Quantity	100		
Last Refill Date	1999/03/23		
		Print	Done

FIG. 12

Docket No. 8271-85864
(312) 577-7000

FIG. 13

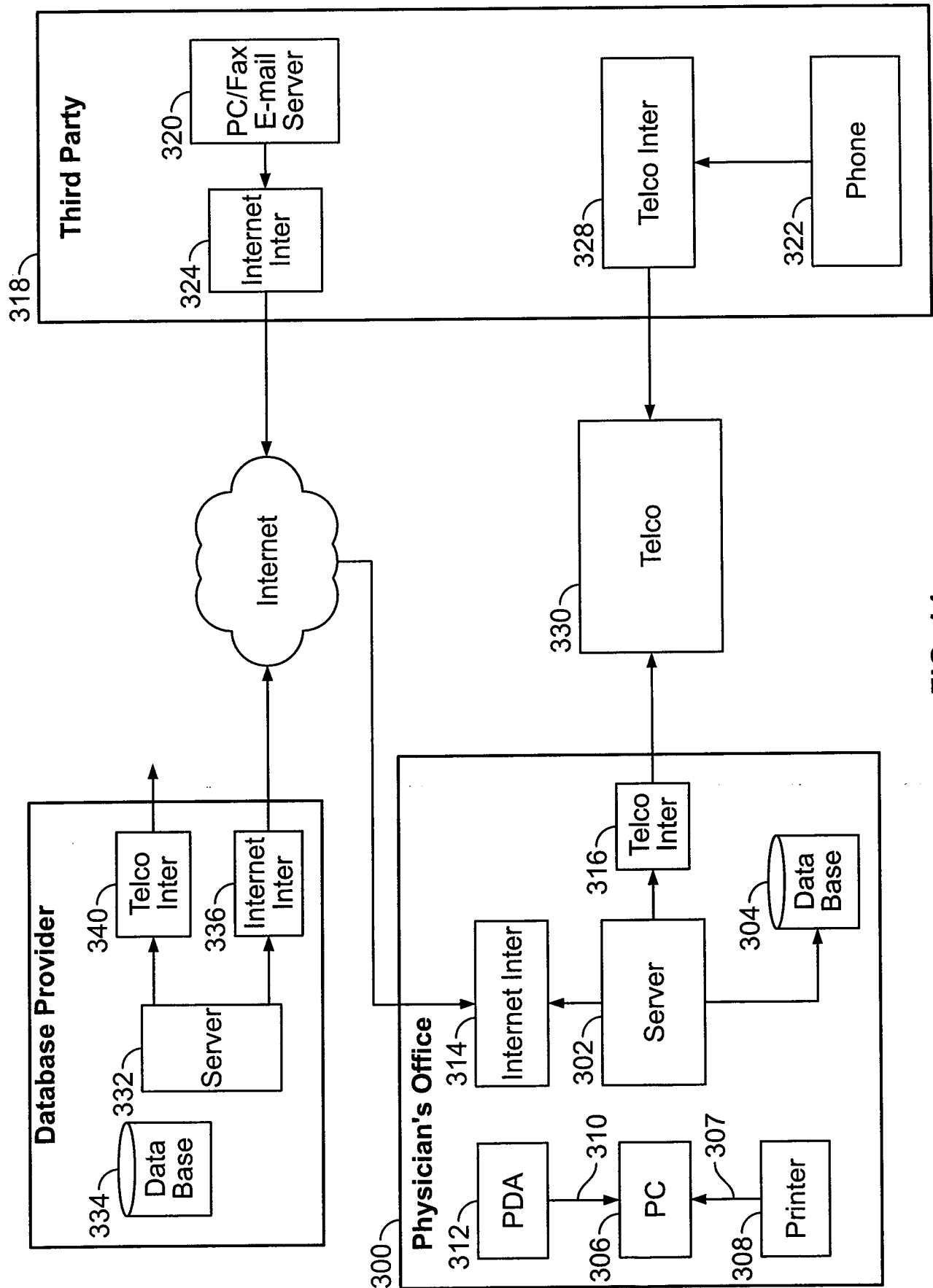


FIG. 14